Amendments to the claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of claims:

Claims 1-16 (canceled).

17. (new) A method for managing computer performance, comprising:

for each task executing on a computer system, performing:

capturing details relating to said execution while said task is active; and

storing said details in an activity record; and

upon detecting an error relating to a task:

retrieving activity records associated with said task in which said error was detected; and

analyzing said activity records to determine a root cause of said error;

wherein said details in an activity record include:

a task name assigned by a user of said computer system;

and

a flag specifying whether said task was successfully

completed.

18. (new) The method of claim 17, further comprising:

for said each task executing on a computer system, performing:

capturing environmental information associated with computer system activity that occurs while said task is active;

creating an environmental record; and

storing said environmental information in said environmental record; and

if said analyzing said activity records does not reveal a root cause of said error:

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retrieving environmental records created between a last successful execution of a program associated with said task and a time in which said error occurred; and

analyzing said environmental records in conjunction with said activity records to determine a root cause of said error;

wherein said environmental information includes:

a name of said program; and

environmental flags operable for classifying said task.

19. (new) The method of claim 18, wherein if said analyzing said environmental records in conjunction with said activity records to determine a root cause of said error does not reveal a root cause of said error:

generating a contention analysis report utilizing details provided in said activity records and said environmental records.

20. (new) The method of claim 17, wherein said capturing details relating to said execution further includes capturing:

computer system time stamp at task start;
computer system time stamp at task end;
an activity record identifier;

amount of initial storage allocated to said task;

name of an initial program invoked for said task;

a pointer to a list of additional storage requests for said task;

a count of a number of additional storage requests made for said task;

a pointer to a list of data sets or file names used by said program;

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a pointer to a list of locks and latches used by said program; and

a count of a number of locks and latches used by said program.

21. (new) The method of claim 18, wherein said capturing environmental information associated with computer system activity further includes capturing:

environmental record identifier;

time stamp indicating a time when an event described in said environmental record took effect;

name of vendor associated with said program; and

phone number for contacting said vendor.

22. (new) The method of claim 21, wherein said environmental flags classify a task as directed to at least one of:

a software program;

a hardware product;

an initial entry;

a change to said software program;

a change to said hardware product;

deletion of said software program;

deletion of said hardware product;

a change in said name of vendor; and

a change in said phone number.

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23. (new) The method of claim 17, further comprising:

executing an analysis routine; wherein said analyzing said activity records to determine a root cause of said error and said analyzing said environmental records in conjunction with said activity records to determine a root cause of said error is accomplished by said analysis routine.

24. (new) A storage medium encoded with machine-readable program code for managing computer performance, said program code including instructions for causing a server to implement a method comprising:

for each task executing on a computer system, performing:

capturing details relating to said execution while said task is active; and

storing said details in an activity record; and

upon detecting an error relating to a task:

retrieving activity records associated with said task in which said error was detected; and

analyzing said activity records to determine a root cause of said error;

wherein said details in an activity record include:

a task name assigned by a user of said computer system; and

a flag specifying whether said task was successfully completed.

25. (new) The storage medium of claim 24, further comprising instructions for causing said server to implement for said each task executing on a computer system:

capturing environmental information associated with computer system activity that occurs while said task is active;

creating an environmental record; and

storing said environmental information in said environmental record; and

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if said analyzing said activity records does not reveal a root cause of said error:

retrieving environmental records created between a last successful execution of a program associated with said task and a time in which said error occurred; and

analyzing said environmental records in conjunction with said activity records to determine a root cause of said error;

wherein said environmental information includes:

a name of said program; and

environmental flags operable for classifying said task.

26. (new) A system for managing computer performing, comprising:

a computer system in communication with a server via a network, said computer system executing a program;

a system monitoring application executing on said server; wherein for said each task executing on said computer system, said system monitoring application performs:

capturing details relating to said execution while said task is active, said details including a task name assigned by a user of said server and a flag specifying whether said task was successfully completed; and

storing said details in an activity record;

capturing environmental information associated with computer system activity that occurs while said task is active, said environmental information including a name of said program and environmental flags operable for classifying said task;

creating an environmental record; and

storing said environmental information in said environmental record.

27. (new) The system of claim 26, further comprising:

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a system analysis application executing on said server; wherein upon detecting an error relating to a task, said system analysis application performs:

retrieving activity records associated with said task in which said error was detected; and

analyzing said activity records to determine a root cause of said error.

28. (new) The system of claim 27, wherein if said analyzing said activity records does not reveal a root cause of said error, said system analysis application further performs:

retrieving environmental records created between a last successful execution of a program associated with said task and a time in which said error occurred; and

analyzing said environmental records in conjunction with said activity records to determine a root cause of said error.

29. (new) The system of claim 26, further comprising a contention analysis report generated by said system analysis application, said contention analysis report created utilizing details provided in said activity records and said environmental records.

30. (new) The system of claim 26, wherein said details relating to said execution further include:

computer system time stamp at task end;
an activity record identifier;

amount of initial storage allocated to said task;

name of an initial program invoked for said task;

a pointer to a list of additional storage requests for said task;

a count of a number of additional storage requests made for said task;

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a pointer to a list of data sets or file names used by said program;

a pointer to a list of locks and latches used by said program; and

a count of a number of locks and latches used by said program.

31. (new) The system of claim 26, wherein said environmental information associated with said computer system activity further includes:

environmental record identifier;

time stamp indicating a time when an event described in said environmental record took effect;

name of vendor associated with said program; and

phone number for contacting said vendor.

32. (new) The system of claim 31, wherein said environmental flags classify a task as directed to at least one of:

a software program;

a hardware product;

an initial entry;

a change to said software program;

a change to said hardware product;

deletion of said software program;

deletion of said hardware product;

a change in said name of vendor; and

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a change in said phone number.

33. (new) The system of claim 26, further comprising:

an analysis routine executing on said server; wherein said analyzing said activity records to determine a root cause of said error and said analyzing said environmental records in conjunction with said activity records to determine a root cause of said error is accomplished by said analysis routine.

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